

DR LEONG TUCK WAH

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EDUCATION

PHD INTERACTION DESIGN | 2005 – 2009

The University of Melbourne, Australia

Thesis: Understanding of experience of serendipity when interacting with personal digital content

MASTER of MULTIMEDIA | 2000 – 2002

Swinburne University of Technology, Australia

GRADUATE DIPLOMA of EDUCATION | 1999

The University of Melbourne, Australia

BACHELOR of SCIENCE (HONS) | 1983 – 1989

Monash University, Australia

PROFESSIONAL STUDIES

LICENTIATE DIPLOMA OF MUSIC (pianoforte) | 1983 – 1984

EXPERIENCE

ASSOCIATE PROFESSOR | OCT 2012 – PRESENT

School of Computer Science, Faculty of Engineering and IT, University of Technology Sydney (UTS), Australia

- Director of the Interaction Design and Human Practice lab (IDHuP) at UTS
- Programme Coordinator for Interaction Design, Games, and Multimedia
- Strategic User Experience Advisor to the IT Division (ITD) at UTS
- Technology Design Leader of the Centre of Indigenous Technology Research and Development (<http://www.citrd.org.au/>)
- Coordinator of Higher Degree Research Students, School of Software

Core role: to strengthen the areas of Interaction Design and Human-Computer Interaction (HCI) at UTS in terms of research quality and output as well as teaching in these areas.

Teaching & Curriculum Development

I teach technology-design related subjects. I coordinate and teach all the technology-design subjects at the School of Software of FEIT. They include Interface Design, Fundamentals of Interaction Design, Advanced Interaction Design, Human-Centred Design Research Methods, and Human-Computer Interaction. My main achievements include:

- Successfully led a team to propose, design and implement a new Interaction Design major for the undergraduate IT students at UTS for 2016. This innovative major is designed to strategically build graduate skills that align with current industry demands for positions such as UX consultant, UX designer, usability consultant, etc.
- Led the proposal to introduce a new Master of Interaction Design (MIDes) at UTS. The MIDes will be a step towards realising my vision of making FEIT and UTS *the* destination for interaction design. The proposal will be introduced in Autumn 2018. I designed the structure of the core subjects, mapped each subjects' intended learning outcomes to ensure that they relate to each other coherently, and building and reinforcing the requisite theoretical and practical skills.

- Successfully introduced and implemented Human-Centred Design (HCD) as the common approach to teaching and practising 'designing interactivity' in all the subjects taught in Interaction Design, Games and Multimedia at the School of Software. HCD is strongly embraced by industry because its people-centredness is seen to be an effective design approach. Embracing a common HCD approach ensures that students experience a coherent and consistent education in 'designing'. This also ensures that we produce graduates with an understanding of how HCD can be practised in their discipline
- Consistently received above average student feedback scores. My efforts have often been cited by the Head of School as being exemplary.
- Highly engaging and inspiring teaching style. Many students have personally written to the Dean and the Head of School to commend my teaching and strong grasp of domain knowledge. This has inspired many students to want to pursue design related studies.

Supervision

I have successfully supervised 11 student projects (Masters level). I currently supervise 3 Honours, 3 Master and 6 PhD students. All, except one of my current HDR students are domestic students.

Research

Currently, my H-index is 15 and my i10 index is 23, with over 685 citations. Since arriving at UTS in 2012, I have developed a strong research track in *technologies to support ageing well*. I consistently publish in high ranking journal and conference outlets in HCI, Interaction Design and Participatory Design.

My main research interests involve designing digital technologies to intervene in or to solve real-world problems. They include:

- Designing mobile health technologies to support better health outcomes for Australian Indigenous people
- Designing IoT (networked) technologies to enhance Active Ageing in Australia and in Saudi Arabia

Research Engagement with broader research community

- Editorial Board of the academic journal, Digital Creativity (ranked A*), since 2013
- Senior and Associate Chair with national and international conferences such as OZCHI, CHI, DIS, NordiCHI, PDC and British HCI
- Committee member of CHISIG - the Australian HCI organisation since 2012
- General Chair and organizer of OZCHI 2014 conference, at UTS, giving it a strong design focus with the theme of Designing Futures: The Future of Design
- Chaired OZCHI Doctoral Consortium from 2011 -13, to mentor the next generation of researchers
- Program Committee member for the Designing Interactive Design Conference, 2012 -2016

Engagement at UTS

I am known at UTS for my expertise in Human-Centred technology design. This has led to many opportunities to engage and contribute to the University.

2019: I was appointed the Human-Centred Design Advisor of the Learning Experience (LX) Transformation Design Board (UTS), to advise on the design and implementation of a new University-wide learning management system

2018: I was invited to be a member of the UTS Information Technology Capital Management Plan (ITCMP) Program Board

2017: I was appointed the User Experience strategy advisor for the IT Division (ITD) at UTS where I:

- Provide high-level strategic advice on design approaches and processes of ITD
- Develop and conduct human-centred design training sessions for ITD staff to help improve the quality (usability and usefulness) of UTS-designed digital systems

In 2017, I lead a team of six ITD staff on a 3-month project to deliver a set of staff personas for ITD

In 2016, led a team of six ITD staff member on a longitudinal study to better understand first year students' experiences of digital systems at UTS. The findings will inform the redesign of current systems and the design of future systems

Public speaking and workshops

- I have been invited to speak to different research groups at UTS about human-centred design
- conducting Design Thinking workshops at the UTS Hatchery
- panel member of the public UTS public forum on the Human Face of Big Data

Engagement beyond UTS

- **2019:** Created and taught a successful 2-week 60-hour intensive course on Storytelling for Experience Design at Shih Chien University, Taipei, Taiwan.
- **2018:** Appointed as the only Australian Board member of [the International Body of User Experience Quality Certification Center](#) (UXQCC)
- **2017:** Keynote speaker for OpenHCI Taiwan
- **2017:** Invited speaker at the Centre of IoX, National University of Taiwan (NTU)
- **2017:** Designing and running a workshop at the National Taiwan University of Science and Technology (NTUST)
- **2014:** Presenting at the 2014 Australian Seniors Computer Clubs Association (ASCCA) Conference
- **2014:** Co-design workshops to explore Internet of Things technologies with older adults at Narrabeen's Computer Pals for Seniors Northern Beaches

Research income

- \$473K: CI ARC Discovery Indigenous (2017-2020) thismymob: Digital land rights and reconnecting Indigenous communities
- Member of the team that was awarded \$190k grant for 'Big Data, Big Impact – stage 2'
- Successful recipient of two \$5k competitive research grants from UTS to support my research
- I currently receive approximately \$40k annually for my ongoing consulting activities with the ITD at UTS.

Awards

- Member of the team that won the **2016 Premier's Awards for Outstanding Cancer Research**
- **UTS Teaching Citation award 2016** for *facilitating authentic learning experiences for Interaction Design students with an emphasis on developing well-rounded IT professionals who can design useful, usable and thoughtful technologies.*

SENIOR DESIGN RESEARCHER | OCT 2010 – SEP 2012

Culture Lab, School of Computing Science, Newcastle University, UK

Core Role: Research

I was seconded to the position to lead and conduct research that contributed to the remits of the SiDE (Social inclusion in the Digital Economy) hub (www.side.ac.uk). Professors Peter Wright and Patrick Olivier, my immediate supervisors, gave me significant freedom to formulate my research programme.

I tackled 'social inclusion' by conducting research that sought to understand how we could encourage, foster, and support social connections between people or greater participation through the digital economy through design. I led various teams in research and design activities. Through working with a highly diverse group of people that included hardware engineers, software engineers, artists, industrial designers, graphic designers, computer scientists, and so on, I sought out and produced interesting and high-impact research outputs, and artefacts. The research material generated from my time here continue to be used in current publications.

The projects I led were:

- Understanding how music shapes social relationships in households;
- Designing mobile technologies for music consumption to support new expressions of sociality in the urban space, and

- Understanding how technologies can be better designed to support audience experiences and engagement during live performances
- Designing technologies to support long-distance relationships
- Understanding the nature of participation in technology design

Teaching and Mentoring

Although I was employed as a researcher, I was keen to increase my teaching experiences. This included

- Regular guest lecturer at the University of York
 - A series of lectures on Designing User Experience in the Master's level subject of Advanced Topics in Interactive Technologies
- Mentoring three PhD students within the Culture Lab. Two students are from the School of Computing Science and one from the Fine Arts department. My responsibilities included discussions of research methods, advising on the developing of research tools, acting as an external coder during data analysis, and advising on ways to evaluate design

POSTDOCTORAL RESEARCHER | MAY 2009 – SEP 2010

Centre for Digital Urban Living (DUL), The Department of Information and Media Studies, Aarhus University, Denmark

Core Role

My primary responsibility was to contribute to research on Designing Urban Technologies within the interdisciplinary DUL group that consisted of computer scientists, designers as well as media & aesthetics theorists. The projects included:

- Exploring people's views about climate change through the use of 'public confessions'
- Designing a mobile phone app to support lay people to reflect about climate change
- Generating design prototypes that could support more meaningful and engaging ways to interact with news

Teaching

I coordinated, planned, developed the materials and taught three subjects offered within the Human-Computer Interaction and Interaction Design stream. I was involved in all aspects of the courses – developing its structural and pedagogical aims and objectives, assessment items, and course materials; lecturing, running design labs, mentoring design workshops, organising field trips, and supervising/training teaching assistants. The subjects were:

- Urban Interactions (Masters level)
- Digital Experience Design (Masters level)
- Design Methods and Processes (Undergraduate level)

INTERN | JAN - APR 2008

Microsoft Research Cambridge, UK

I was supervised by Professor Richard Harper to conduct a design-led research project to study serendipitous experiences. I designed all the desired interactions of a novel digital photo presentation system with a dice-led input device. This was deployed in three households in the UK to study people's experiences of serendipity when interacting with personal digital photos.

COORDINATOR, LECTURER, MENTOR | 2004 – 2007

Department of Information Systems, the University of Melbourne, Australia

Teaching

Industrial Project - a final year capstone undergraduate subject where students work in groups on a real-life project with an external client and supervised by an academic who acted as a mentor. I developed

and regularly revised all the teaching and learning materials for project management. I also developed resources to support teams to work successfully on technology development projects. My biggest achievement was developing a website that helped with advertising, securing and liaising with new industry contacts and a point of contact for existing industry partners.

Coordinating

I coordinated up to 50 student groups (5 per group) in Industrial Project, the capstone subject for undergraduate Information System students. My responsibilities included:

- Advertising, meeting, discussing, negotiating, managing and liaising with up to 60 industry partners to offer real-world projects for the student groups
- Preparing and delivering lecture and project management materials to students
- Leading teaching teams of up to 10 academics who supervised each student group as a 'mentor'
- Leading, coordinating and managing assessment moderation meetings with the mentors
- Mentoring new 'mentors' and holding regular meetings to ensure that students received consistent and high quality mentoring

Engagement:

- Contacted and met with many industry members to engage them as partners in the department's Industrial Project subject
- Travelled with the University to Singapore to promote courses and to talk about Interaction Design to potential students
- I have participated in various meetings at different levels across the university and have been involved in committees at the departmental level, such as the Curriculum Review Committee, and Ethics Committee

Award:

- Award for Excellence in Teaching (2005) from the University of Melbourne. Selected from amongst all teaching staff in the department in recognition of my contribution to teaching in the department

ASSOCIATE LECTURER | 2002 – 2004

Department of Information Systems, the University of Melbourne, Australia

Core Role

Under the supervision the subject coordinator, I was the primary teaching interface for students with the subject. I was involved in teaching two subjects, where I delivered some lectures, worked as a tutor and laboratory demonstrator. The subjects were:

- Multimedia & Communications (2nd year undergraduate)
- Introduction to Information Systems (1st year undergraduate)

I was also responsible for designing all the tutorials for the Multimedia & Communication subject.

SENIOR HIGH SCHOOL TEACHER & HEAD OF DISCIPLINE | 1994 – 2001

Marian College, West Sunshine, Victoria, Australia

Over the 8 years as a high school teacher, I was appointed the Head of Department in various disciplines. This is due to my rather diverse education (and linguistic) background. I was the Head of Department for Science, Performing Arts and LOTE (Languages other than English).

Subjects taught were: Biology, Mathematics, Music and the Indonesian language.

Grant. In 1998 and 2000, I successfully won two grants, totalling \$32k from the Catholic Education Office, Melbourne. I led a team of 3 Indonesian teachers to put together two grants to fund research to improve the quality and impact of teaching Indonesian. The grants were to conduct Action Research at Marian College with a view to improve approaches and effectiveness of teaching Indonesian in the classroom as well as developing enrichment activities for teaching.